# Online Training Program on Certified Professional on Root Cause Analysis (RCA)

## Date : 06th & 07th Jan 2022 Time: 9:30 AM to 5:30 PM

### Course Features

The training provides a clear understanding regarding the activities of Correction, Corrective Action and Preventive Actions and the difference between the terms. This training explains, with examples, the guidelines for carrying Preventive Actions through Risk Based Approach for potential problems and Corrective Actions through an effective Root Cause Analysis process whenever problems are encountered/ complaints are reported to enable organisation to ensure action against each root-cause.

### Course Objectives

Course Objective is to provide a sound knowledge of problem-solving techniques to the participants and Certify them as professional in the activity of Root Cause Analysis, which will help them to:

- ♣ Improve their skills regarding analysis of problems
- ♣ Improve quality of processes in their organisation
- ♣ Improve consistency of quality of goods and services
- ♣ Establish a proactive culture of prevention and improvement
- ♣ Enhance customer satisfaction

### Who should attend?

Senior and Middle level Managers and Executives from Operations, Quality, Supply Chain, Maintenance, Planning, Project Management, etc., working in industry of any type who are involved in the activity of problem identification, problem analysis and decision-making activities for their organisation and desiring to become Certified Professionals in RCA.

### Course Contents

- **Introduction**
- ♣ Correction. Corrective Action, Preventive Action and Root Cause Analysis – clear understanding of the terms

- **Why Correction, Corrective Action and Preventive Action, RCA**
- ♣ Relation between Corrective Action and RCA

- **New terminology and Importance of Preventive Action as per ISO Systems (ISO 31000:2018, ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)**
- ♣ Principles and Guidelines for Risk Based Thinking (Preventive Action)
- ♣ Terms and Definitions
- ♣ Process Approach
- ♣ Elements of a Single Process
- ♣ PDCA Cycle
- ♣ Preventive Action and Risk Based Thinking in Quality Management System ISO 9001:2015
- ♣ Preventive Action and Risk Based Thinking in Environmental Management System in ISO 14001:2015
- ♣ Preventive Action and Risk Based Thinking in Occupational Health & Safety Management System ISO 45001:2018
- ♣ Context of the Organisation – External Issues, Internal Issues, Needs and Expectations of Interested Parties and Risks associated
- ♣ Group Exercise on Risk Based Thinking
- ♣ Q&A

TÜV NORD GROUP
Expertise for your Success

TÜV INDIA
TÜV NORD GROUP

## Course Contents

- **Preventive Action - Risk Management**
  - ♣ Risk Criteria
  - ♣ Risk Identification
  - ♣ Risk Rating
  - ♣ Planning of Mitigation action
  - ♣ Assessment of effectiveness of action
  - ♣ Role of Leadership
  - ♣ Integration of actions into Management Processes
  - ♣ Evaluation of Risk Assessment Capability
  - ♣ Group Exercise on Risk Assessment for at Organisation level and Operation levels (Strategy, Business Process, Quality, Environment and Occupational Health

- **Risk Assessment Techniques**
  - ♣ **Q&A**

- **Root-Cause Analysis**
  - ♣ Why RCA
  - ♣ Major steps for carrying out RCA

- **Tools for RCA**
  - ♣ Brainstorming
  - ♣ Edward De Bono's 6 Hat Method of Brain Storming
  - ♣ Group Exercise on Brainstorming by Edward De Bono's Method

- **Tools for RCA (contd..)**
  - ♣ Pareto Analysis
  - ♣ Fish-Bone diagram (Cause and Effect diagram)
  - ♣ 5 Why's
  - ♣ Tree Diagram
  - ♣ Group Exercise on use of Fish Bone Diagram for Root Cause Analysis
  - ♣ Q&A

- **Exam – 1 ½ hours – Objective and Subjective type questions**

**End of Session**

## Issue of Certificate

Certificate of successful attendance shall be issued to all the delegates who attend entire duration of the course and clear online examination.

**Duration:** 8 hours including 1 Hour break on both days

To know about all our Online Training Programs scan below QR Code

**Registration Fee : Rs. 5,000 + 18 % GST Per Participant**

## To Register and Pay : Click Here

**Registered & Head Office-**

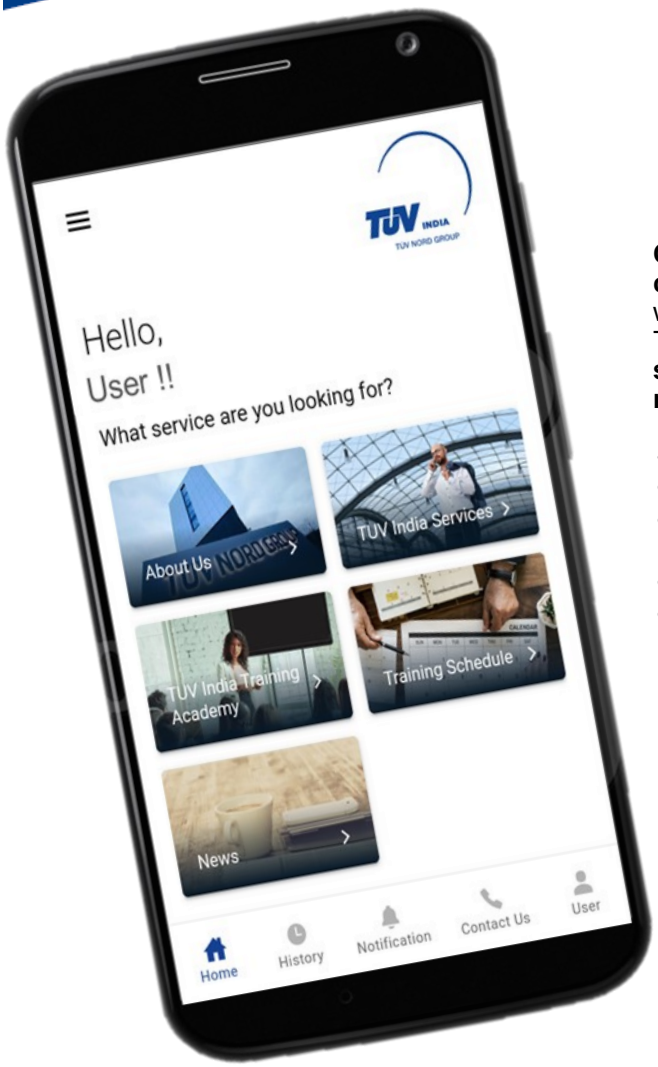
801, Raheja Plaza I, LBS Marg, Ghatkopar (W), Mumbai 400 086
Email: trainingindia@tuv-nord.com Tel: +91-22-66477000
**Website:** www.tuv-nord.com/in
**Toll Free:** 1800-209-0902
TÜV®

TÜV NORD GROUP
Expertise for your Success

**All our Online Training Offerings are for the resident of India & Sri Lanka Only.**

# TUV India's Customer Friendly Mobile App

# TUV INDIA TRAINING ACADEMY (TITA)




**Our user friendly mobile application is developed to provide constant connect with our** customers and participants along with hands-on information about the latest offerings of TUV India Training Academy. **The app is also apprising the users on diverse service portfolio of TUV India along with latest developments related to our company.**

Some of the highlights of our app are:

- **Available on Android- Google Play Store & iOS Apple Store**
- **Provides overview about TUV India (TUV NORD GROUP), our services and latest developments**
- **Details about TUV India Training Academy offerings**
- **Training Schedules – both Class Room and Online Trainings**
  - For each training, the app provides Course Features, Who should attend, Course Contents, Pre-requisites etc
  - Link for Registering for the course of choice with integrated payment gateway
  - Payment History (Receipts, Invoices)
  - Certificates for attended programs based on user eligibility
  - Notifications related to new offerings and sessions
  - Contact us with linked email or phone (toll free number)
  - Individual User Profile

Available on the App Store

Download Now

GET IT ON Google Play

To Download : Scan adjacent QR Codes or click on
For Android :https://play.google.com/store/apps/details?id=com.tuvindia.apps.tuvindiatrainingacademy
For iOS : https://apps.apple.com/in/app/tuv-india-training-academy/id1529091701
For Any Queries :
Write to : trainingindia@tuv-nord.com
Call : 1800-209-0902

**Registered & Head Office :**
**801, Raheja Plaza I, LBS Marg, Ghatkopar (W), Mumbai - 400086**
**Tel: +91-22-66477000 / 25007000 / 05 I Email : infoindia@tuv-nord.com**